Fall 2014 Student Services Survey Results

If you used any of the following services during the last 12 months, how satisfied were you with each service you used?

1. Admissions and Records
   - Very satisfied
   - Very dissatisfied
   - n=2464
   - av.=2
   - md=2
   - dev.=0.9
   - ab.=384

2. Assessment Center
   - Very satisfied
   - Very dissatisfied
   - n=1667
   - av.=2
   - md=2
   - dev.=0.9
   - ab.=1163

3. Bookstore
   - Very satisfied
   - Very dissatisfied
   - n=2488
   - av.=2
   - md=2
   - dev.=0.9
   - ab.=289

4. CalWORKS
   - Very satisfied
   - Very dissatisfied
   - n=759
   - av.=2.2
   - md=2
   - dev.=0.9
   - ab.=2022

5. Child Development Center
   - Very satisfied
   - Very dissatisfied
   - n=854
   - av.=2.1
   - md=2
   - dev.=1
   - ab.=1943

6. College Sheriff
   - Very satisfied
   - Very dissatisfied
   - n=965
   - av.=2.2
   - md=2
   - dev.=1.1
   - ab.=1791

7. Counseling Services (general counseling, excluding the other services on this list)
   - Very satisfied
   - Very dissatisfied
   - n=1891
   - av.=2.3
   - md=2
   - dev.=1.2
   - ab.=884

8. Disabled Student Programs & Services
   - Very satisfied
   - Very dissatisfied
   - n=572
   - av.=2.2
   - md=2
   - dev.=1
   - ab.=2256

9. EOPS/CARE
   - Very satisfied
   - Very dissatisfied
   - n=805
   - av.=2.1
   - md=2
   - dev.=1
   - ab.=2001
10. Financial Aid and Scholarships Office

Very satisfied

Very dissatisfied

n=2036
av.=2.3
md=2
dev.=1.2
ab.=763

11. Food Services

Very satisfied

Very dissatisfied

n=1637
av.=2
md=2
dev.=1
ab.=1134

12. International Student Center

Very satisfied

Very dissatisfied

n=612
av.=2.2
md=2
dev.=0.9
ab.=2171

13. Learning Resource Center (LRC)

Very satisfied

Very dissatisfied

n=1405
av.=1.9
md=2
dev.=0.8
ab.=1347

14. Library

Very satisfied

Very dissatisfied

n=2187
av.=1.7
md=2
dev.=0.8
ab.=601

15. On-Campus Orientation

Very satisfied

Very dissatisfied

n=1156
av.=2
md=2
dev.=0.9
ab.=1621

16. Online Orientation

Very satisfied

Very dissatisfied

n=1001
av.=2.1
md=2
dev.=0.9
ab.=1741

17. Student Business Office (parking permits, tuition & fee payments)

Very satisfied

Very dissatisfied

n=1846
av.=2
md=2
dev.=1
ab.=824

18. Student Health Center

Very satisfied

Very dissatisfied

n=1011
av.=1.9
md=2
dev.=0.9
ab.=1773

19. Student Support Services Program

Very satisfied

Very dissatisfied

n=571
av.=2.1
md=2
dev.=0.9
ab.=2218

20. Transfer Center

Very satisfied

Very dissatisfied

n=857
av.=2
md=2
dev.=1
ab.=1943

21. Veterans Affairs Office

Very satisfied

Very dissatisfied

n=441
av.=2.2
md=2
dev.=0.9